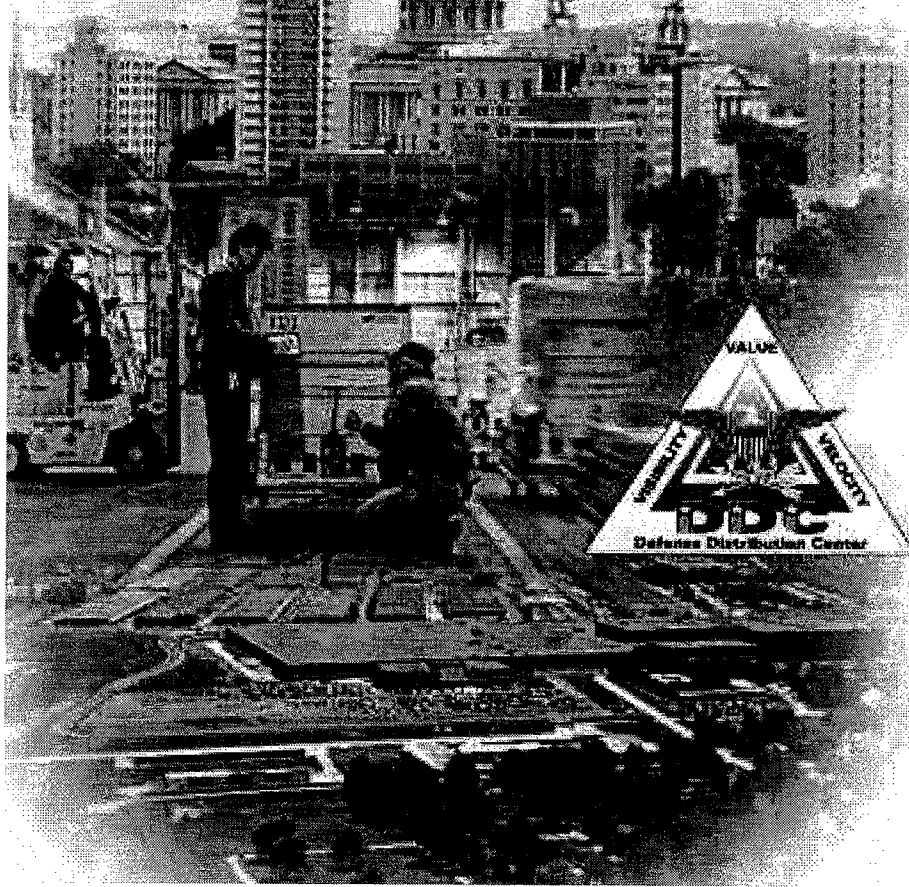


OCTOBER 2001

Defense Distribution Depot, Susquehanna



COMMUNITY RELATIONS PLAN

Submitted to:
Defense Distribution Depot,
Susquehanna Pennsylvania (DDSP)
Environmental Division
New Cumberland, PA

Prepared by:



(insert DLA logo)

TABLE OF CONTENTS

1. Overview of the Community Relations Plan.....	1
1.1 Introduction	
1.2 Community Relations Objectives	
1.3 Site Location	
1.4 Facility Description	
1.5 Facility History	
2. The Environmental Investigation Process.....	7
2.1 The Installation Restoration Program (IRP)	
2.2 Land Recycling and Environmental Remediation Standards Act (Act 2)	
2.3 Cooperative Multi-Site Agreement	
3. Community Background.....	10
3.1 Community Profile	
3.2 Community Involvement History	
3.3 Key Community Concerns	
4. Planned Community Relations Activities	17

APPENDICES

- A. List of Acronyms and Glossary**
- B. Key Contacts List**
- C. Community Studies**
- D. Information Repositories**
- E. Community Relations Mailing List**
- F. Media Relations Plan, Contact List, Clippings File**
- G. Area Schools, Business Organizations, Community Groups and Civic Leaders**
- H. History of Environmental Activities at the Depot**

1.0 Overview of the Community Relations Plan

1.1 Introduction

The goal of the **Community Relations Plan (CRP)** for the **Defense Distribution Depot Susquehanna, Pennsylvania (DDSP)** in New Cumberland is to establish an ongoing dialogue and interaction with its stakeholders – neighboring residents and community members, on-post residents, military and civilian employees and regulatory agencies – in order to share information regarding the Depot’s environmental cleanup program. Overall, the CRP is intended to help enhance the dialogue between DDSP and its stakeholders about environmental conditions at DDSP.

Recognizing that effective communication and timely information exchanges with various stakeholders will strengthen and build relationships, the CRP will identify any stakeholder concerns regarding the Depot’s environmental program. It will also define community relations activities that will help the Depot respond to these concerns in an appropriate and timely manner, encourage public input about environmental activities, and ensure that all information is presented clearly, concisely and accurately.

1.2 Community Relations Objectives

The community relations activities proposed in this plan have been designed to meet the following objectives:

- To listen to concerns of neighboring residents and community members, on-post residents, military and civilian employees and other interested parties regarding the status and outcome of ongoing **remedial actions**, proposed environmental studies and work plans, and health and environmental issues;
- To inform all stakeholders about remedial activities, environmental and health impacts caused by the site, ongoing **regulatory activities**, and opportunities for continued public involvement;
- To address stakeholder concerns in a timely manner and incorporate public input, to the extent possible, in implementing remedial actions;
- To increase awareness of and participation in the Depot’s environmental cleanup program by stakeholders; and
- To update and revise this plan periodically to reflect changing and evolving communication needs of the Depot and its stakeholders.

The community relations activities outlined in this plan were developed in consultation with the **U.S. Army Center for Health Promotion and Preventive Medicine (USACHPPM)** and the communications consulting agency Frontline Communications. This effort is being coordinated by the **Defense Logistics Agency (DLA)**, with input from the **Pennsylvania Department of Environmental Protection (PADEP)**, and closely follows **U.S. Environmental Protection Agency (EPA)** guidance for community outreach activities.

The initial insights for developing this CRP came from the 1990 **Public Involvement and Response Plan (PIRP)**. The PIRP established community outreach objectives and strategies that enabled the Depot to establish ongoing dialogue and interaction with its stakeholders during the past 10 years of the environmental program. The DDSP began the process of creating a new CRP in August 2000 to ensure its community relations strategies continue to reflect the changing concerns of stakeholders, evolving conditions at the Depot, and new communications tools and information-exchange opportunities that may be identified by the Depot or the community.

To identify and evaluate possible stakeholder concerns regarding the Depot's environmental program, the CRP process began with a series of informal interviews with a cross-section of people from the community. This approach was also used during the preparation of the PIRP. Based on guidance from the EPA and PADEP, the Depot interviewed 20 people within the community from August 28 to September 1, 2000. Interview participants included: residents of the community surrounding the Depot; local municipal and state leaders and politicians; civilian employees; members of several community and business groups; emergency service providers such as fire and police officials; and educational and religious leaders.

1.3 Site Location

On April 17, 1991, the former **New Cumberland Army Depot (NCAD)** was merged with the DLA depot at nearby Mechanicsburg and the **Defense Distribution Depot**

Susquehanna, Pennsylvania (DDSP) was formed. Additionally, DDSP also has caretaker responsibilities, such as maintenance, upkeep and **environmental restoration activities** for DDSP's New Cumberland site. This Community Relations Plan, however, relates only to DDSP's New Cumberland site, which is referred to throughout the CRP document as the Depot.

The Depot occupies 848 acres in the northern portion of York County in south-central Pennsylvania. The facility is located five miles south of Harrisburg in Fairview Township. The Depot is bordered by the Susquehanna River to the north and east, the Pennsylvania Turnpike to the south, the Capitol City Airport to the north and west, and residential developments to the west. Access roads to the site include Pennsylvania Route 114 from the south and Old York Road from the north. Located east of the southeastern corner of the facility is a former 14-acre sanitary landfill for the Depot that was given to Fairview Township as excess property in 1976. This site is now known as Marsh Run Park.

1.4 Facility Description

The Depot is one of Defense Logistics Agency's (DLA) **Strategic Distribution Platforms** for the **Department of Defense (DOD)**, providing military and commercial repair parts, clothing and textiles, medical supplies, and industrial and electronic components to military units and sites throughout the United States and Europe. The site consists of 21 major warehouses located in the central portion of the facility; the 1.8-million-square-foot **Eastern Distribution Center (EDC)** building in the southwestern portion of the facility; open storage yards and truck/car parking areas in the southeastern portion bordering Marsh Run Creek; and administrative, recreational, and residential facilities in the north-central portion. A sewage treatment plant is located in the northern portion of the installation.

The Depot has 21 tenant activities and is staffed by approximately 100 military and 1,500 civilian personnel. One of its largest tenants is the Defense Distribution Center (DDC), which manages 24 Distribution Depots worldwide – including the DDSP – on behalf of DLA.

1.5 Facility History

- 1917** Facility construction began. Originally called the Marsh Run Storage Depot, the site was redesignated as an Army Reserve Depot to provide reserve storage for **quartermaster, signal, ordnance**, medical, engineer, and chemical warfare items.
- 1918-1938** At the end of World War I, the site served as a receiving point for supplies returning from overseas. Little activity occurred at the site between World War I and World War II.
- 1939-1945** During World War II, the site served as a filler depot for overseas shipments, and was a reception center for newly inducted soldiers. Later, a prisoner-of-war camp for German prisoners was established. In 1941, storage facilities were doubled, and a chemical warfare clothing impregnation plant to protect U.S soldiers' uniforms from chemical warfare attack (**acetylene tetrachloride process**) was added to the laundry.
- 1946-1947** The end of the war saw the emphasis shifting from shipping supplies overseas to receiving and disposing of excess supplies and equipment. The **War Reserves Branch (WRB)** was established to store these supplies and equipment. Following deactivation of the POW camp and induction center, a U.S. Disciplinary Barracks Branch was activated and operated until 1959.
- 1948-1959** In 1948, the Depot became a separate installation under the Quartermaster General. During the Korean Conflict (1950-1953), activity increased as Maintenance Divisions were formed, and more warehouses were built. The U.S. Army Recruiting and Air Reserve Center Groups became tenants of the site in 1954.

Between 1957 and 1959, the Quartermaster Supply Section increased activities in subsistence, clothing textiles, and some Civil Defense stocks. In 1959, the Quartermaster Inspector General Field Office was moved to the Depot from Philadelphia and operated until 1962, when it was deactivated.

1960-1969 In 1960, aircraft hangar and maintenance shops were constructed on the western portion of the site. These facilities were linked with the Harrisburg-York State Airport (now called the Capitol City Airport) and served mainly as maintenance and repair facilities for U.S. Army helicopters and other aircraft. In 1962, the Depot's name was changed to New Cumberland Army Depot (NCAD). In 1967, the U.S. Army Logistics Doctrine, Systems, and Readiness Agency was activated on-post, and the Petroleum Laboratory from the Schenectady Army Depot was transferred to the site.

1970-1983 The Depot's mission was modified to include the Aviation Support Command. EPA's Pesticide Division was located on-post during this period. In 1976, 14 acres in the southeastern portion of the facility were transferred to Fairview Township for recreational use under DOD's excess land transfer program. This area, which became known as Marsh Run Park, was formerly the site of a sanitary landfill for the Depot. Also in 1976, the Depot was designated as the principal distribution depot supporting U.S. Army units in Europe and the eastern continental United States. The primary mission during this period was supply and maintenance operations, especially the overhaul and modification of **Chinook helicopters** and helicopter components.

1984-1990 Most of the maintenance operations related to helicopters and other aircraft were eliminated, and the Depot became solely a

supply depot. Several WWI structures on the western portion of the site, as well as the former aircraft maintenance hangar, were demolished to make room for the construction of the EDC, a major storage and distribution center. Construction of the EDC began in 1987 and was completed in 1989. Two new access roads to the Depot (Mission and Normandy Drives) were also constructed during this time.

1991-Present In April 1991 the New Cumberland Army Depot was deactivated and its mission came under the leadership of the Defense Logistics Agency (DLA), whose mission is to provide **integrated logistics services** to all branches of the DOD. The Depot's mission was merged with DLA's depot at nearby Mechanicsburg and the Defense Distribution Depot Susquehanna, Pennsylvania (DDSP) was formed.

2.0 The Environmental Investigation Process

The Depot has worked closely with state and federal environmental regulators throughout its history, even before the current legislation was enacted giving state environmental agencies like PADEP jurisdiction at DOD sites like the Depot. The many different local, state, federal and DOD laws, regulations, and/or guidance documents that must be followed during regular operations at the Depot are summarized in this section. The history of the Depot's environmental program is summarized in Appendix H.

2.1 The Installation Restoration Program (IRP)

DOD initiated the IRP in 1981 to evaluate and **remediate** the effects of past hazardous substance management and disposal practices at its facilities. At that time there was no federal or state law requiring DOD to do so. While the Environmental Protection Agency (EPA) has determined that environmental conditions at the Depot do not warrant special consideration for identification and cleanup of hazardous substances – as required under the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA) or **the Superfund Amendments and Reauthorization Act (SARA)**, the Depot's IRP is required to comply with environmental requirements set forth by the Pennsylvania Department of Environmental Protection's (PADEP) Act 2 requirements.

2.2 Land Recycling and Environmental Remediation Standards Act (Act 2)

The primary goal of Pennsylvania's **Land Recycling and Environmental Remediation Standards Act (Act 2)** of 1995 was created by PADEP to encourage the voluntary cleanup and reuse of commercial and industrial sites affected by past activities. Act 2 creates uniform cleanup standards – background standards, statewide health standards or site-specific standards that are based on the actual risk that a site might pose to public health and the environment – as well as standardized review procedures, and cleanup liability protection. Funding for environmental studies and cleanups at the Depot comes from the **Defense Environmental Restoration Account (DERA)**.

For cleanups to background and statewide health standards, both the municipality where the site is located and the public must be notified of the cleanup activity. For site-specific cleanups, a **Notice of Intent to Remediate (NIR)** a site is submitted to the municipality and a summary of the notice is published in a local newspaper. A 30-day public- and municipal-comment period follows, during which the municipality can request to be involved in the development of the remediation and reuse plans for the site. The municipality must request to be involved in the remediation and reuse plans to invoke the community involvement requirements. A detailed public involvement program must be developed if requested by the municipality. The public involvement plan must include measures to involve the public in the development and review of the remedial investigation report, risk assessment report, cleanup plan, and final report. Measures used may include:

- Implementing a proactive community information and consultation program that includes doorstep notices of meetings and remediation activities;
- Designating convenient locations where documents and references can be reviewed by the public;
- Designating a single contact person to answer the residents' questions;
- Forming a community-based group to solicit suggestions and comments on the various reports;
- Hiring trained, independent third parties to facilitate meetings and discussions, and to perform mediation services.

One of the goals of Act 2 is to enable the public to understand how cleanup standards are applied to a site. A "plain language" description of the substances present on a site, the risk it poses to public health and the environment, and proposed cleanup measures must be provided. The various reports and notices that the Act requires must also include a summary or special section with a "plain language" description of the information included in the report to improve the opportunity for public involvement and understanding of the remediation process.

2.3 Cooperative Multi-Site Agreement

In 1998, PADEP, the United States Army, Navy, Air Force and Defense Logistics Agency (DLA), in coordination with DOD, signed the first **cooperative multi-site agreement** to speed up or "fast track" the cleanup of active and inactive military sites throughout the state. The purpose of the agreement is to ensure the protection of human health and the environment, while streamlining the review and approval process for environmental cleanups through joint planning, the use of innovative technology, public participation, and the sharing of resources.

An inventory of more than 1,000 sites has been developed. Fifty-three sites, including the Depot, are to have all required remediation ongoing and/or completed by 2010. More than 360 are deferred sites that fall under other ongoing remediation programs. such as the **Base Realignment and Closure Act (BRAC)** and the **Comprehensive**

Environmental Response, Compensation, and Liability Act (CERCLA). The remaining 659 are study sites, previously determined to be completed or requiring no response actions by the military, which will be investigated further by PADEP to confirm that no further action is necessary.

A site will be removed from the inventory when PADEP approves a final remediation report that demonstrates cleanup activities are in compliance with Act 2 standards, including procedural requirements.

3.0 Community Background

3.1 Community Profile

The Depot is located in York County in south-central Pennsylvania and is bordered by Cumberland County to the north and Dauphin County to the east. This area of Pennsylvania has an estimated population of 1.7 million residents (1998).

The Depot site is located within Fairview Township and is approximately five miles southwest of the state capitol, Harrisburg, which is on the east shore of the Susquehanna River. Located on the west shore of the Susquehanna River, the Depot is included in a cluster of 16 municipalities in York and Cumberland Counties known as the West Shore Area with a population of more than 150,000: Camp Hill, Dillsburg, East Pennsboro Township, Fairview Township, Hampden Township, Lemoyne, Lower Allen Township, Marysville, Mechanicsburg, Monroe Township, New Cumberland, Newberry Township, Shiremanstown, Silver Spring Township, Upper Allen Township, and Wormleysburg. The Depot itself is also a small community. There are 141 housing units on the Depot site, which usually accommodate a population of approximately 352 on-site residents.

This region of Pennsylvania is a transportation hub of the east coast. It has more than 26 different religious denominations, eight school districts, arts and recreation, more than 10 radio stations, daily and weekly newspapers, five television stations affiliated with all the major networks, and cable television. The area is also home to numerous colleges and universities including: Harrisburg Area Community College, Penn State at Harrisburg, Temple University, Dickinson College, Dickinson School of Law, Messiah College, Shippensburg University, Penn State York Campus, York College of Pennsylvania, and the U.S. Army War College at Carlisle Barracks.

The area's economy is diverse with a mix of industrial, retail, service, and agricultural businesses. York County, the third largest manufacturing county in Pennsylvania, has more than 7,900 businesses and 1,000 manufacturing companies employing nearly 53,000 people. Neighboring Cumberland County experienced the third highest rate of industrial growth in the state in 2000.

Throughout its long history, the Depot has been one of the largest employers in south-central Pennsylvania. It is now ranked as the tenth largest employer in the area with an employee base of approximately 1,760 civilian employees, 325 at Mechanicsburg and 1,435 at New Cumberland. There are also 13 military employees, 373 personnel working at DDC (a tenant organization), and another 786 employees working for various tenant activities at New Cumberland. In addition, 187 employees provide support to various installation activities (i.e. the golf course, cafeterias, bowling center, auto hobby shop). More than 60 per cent (62%) of the Depot's employees are veterans, and more than 90 per cent of employees reside in the following eight counties: Cumberland (35.4%), Dauphin (29%), York (13.3%), Perry (7.1%), Adams (2.1%), Lancaster (1.5%), and Schuylkill (1.1%). An estimated 1,633 secondary employment positions in the area are also related to companies that provide goods and services to the Depot, its employees, and its residents.

3.2 Community Involvement History

Since its founding in 1917, the Depot has maintained close ties with its neighboring communities, inviting local, state and federal officials, residents, business and community group representatives on-post to help celebrate achievements, new commands, and a variety of other military events.

In the late 1980s, however, this predominantly social relationship between the Depot and its surrounding communities changed almost overnight. A series of ongoing environmental studies at the Depot found that historic uses of the site had impacted the soil and **groundwater** on former Depot property that was being used as a park, and in a residential neighborhood. Operating in the shadow of Three Mile Island, the site of the worst nuclear accident in the United States in 1979, the Depot's environmental history immediately became a focal point of the community's concerns about environmental, health, and safety issues.

In 1976, a 14-acre site to the southeast of the facility known as Marsh Run Park was transferred to Fairview Township for recreational use. The property, a former sanitary landfill for the Depot, was transferred under DOD's excess property policy and the environmental laws and regulations of the time. In 1981, DOD began conducting extensive investigations of its current and former property as part of its commitment to evaluate and remediate the effects of substance management and disposal practices at its facilities. In 1987, a record search showed that construction debris generated by the Depot had been buried in the former landfill beneath Marsh Run Park.

Although testing eventually determined that the compounds found in Marsh Run Park were at low concentrations and did not pose a threat to human health, there was intense media coverage highlighting the Depot's environmental history and concerns raised by residents and township officials who felt that the Depot had failed to provide the public with timely information about environmental conditions at the site. By 1989, more than 125 legal claims had been filed against the Army because of health concerns related to Marsh Run Park.

Public concerns about environmental conditions at the Depot intensified when testing found that groundwater under the former aircraft maintenance area contained an industrial cleaning solvent called **TCE**, and that it had moved off-site beneath a nearby residential area known as Westfield Terrace. Off-site testing found TCE at levels above federal limits in four private wells, four residential sumps, nine indoor air samples, and a nearby spring. PADEP was kept informed of the testing and the results throughout the process.

Throughout both of these incidents, the Depot issued media releases, responded to media and public concerns through the **Public Affairs Office (PAO)**, and delivered information flyers, notices and letters to residents in the neighborhood where the TCE was located. At a 1988 news conference, the Army issued a statement saying that at that time, there was no clear-cut evidence the Depot was the source of the TCE. Media reports indicate that the public, residents, local, state and federal officials were unsatisfied with the Depot's communication efforts:

- Fairview Township officials threatened to file a Freedom of Information Act request to get soil and groundwater test results;
- Senator John Heinz co-sponsored a bill designed to give the EPA more powers to watch over military waste cleanup operations;
- Heinz successfully sponsored an amendment to a defense appropriations bill to force environmental testing at the Navy Ships Parts Control Center and to speed up the environmental investigation of Marsh Run Park;
- Governor Robert P. Casey ordered the Navy Ships Parts Control Center and the Depot to clean up areas affected by past activities;
- Fairview Township officials investigated securing a court order to force the Army to cover the costs of hooking up four households with wells containing TCE to the municipal water supply; the Pennsylvania Department of Environmental Resources (now PADEP) ordered Depot officials to provide records, after questions were raised about the Depot's storage and disposal of chemical munitions;
- Senate unanimously supported Heinz's regulations that required the military to inform state and local officials immediately when environmental studies begin.

In September 1989, the Depot conducted a series of community interviews to identify attitudes and concerns about the Depot's environmental studies and actions. The information gathered during the surveys formed the basis of the Depot's PIRP. Released in

1990, this document identified community outreach objectives and strategies to help the Depot establish on-going dialogue and interaction with its many stakeholders, and to improve the flow of communication and information exchange.

In 1994, the Depot restructured its environmental program to form a solution-oriented partnership with stakeholders that would be focused on achieving cleanup milestones. This partnership includes the Depot, the U.S. Army Corps of Engineers and its contractors, PADEP, and Fairview Township. Representatives meet annually as a **Technical Review committee (TRC)**, which also includes representatives from the EPA and elected local and state governments, to discuss cleanup progress and future remedial actions at the Depot. This relationship has been so successful that the Depot was chosen as the site of the first implementation of Pennsylvania's Act 2 site-specific standard for a federal facility.

Other community outreach activities implemented as part of the PIRP included:

- The establishment of a Community Information Line;
- The establishment of on- and off-site Information Repositories for information related to the Depot's environmental program;
- Holding community meetings and consultations;
- Public review and comment periods for technical reports related to the Depot's environmental program; and
- A Perimeter Neighbor Program to provide frequent information updates and meetings to keep neighboring residents informed about the Depot's environmental program.

To ensure its community relations strategies reflect the changing concerns of stakeholders, and evolving conditions at the site, the Depot began the process of updating this PIRP into a CRP in August 2000. Another series of community interviews was conducted with 20 community stakeholders who were chosen at random in order to identify and evaluate current issues and concerns related to the Depot's environmental program. Like the 1990 PIRP, the purpose of the CRP is to help the Depot strengthen its ongoing

dialogue and interaction with various stakeholders in order to share information regarding the Depot's environmental cleanup program.

3.3 Key Community Concerns

In the late 1980s, there was a high level of community concerns focused on the Depot and its environmental history and activities. Most of these concerns were centered on questions about possible adverse health impacts from substances found in Marsh Run Park, and in the groundwater and a spring in the nearby residential neighborhood of Westfield Terrace. Environmental issues at the site dominated news headlines, and criticism was leveled at the Depot, as well as state and federal environmental officials, for failing to provide the community and municipal officials with timely information from the various environmental investigations at the site.

The Depot implemented its PIRP in 1990. The environmental program for Marsh Run Park continued under the direction of the U.S. Army Corps of Engineers, which is responsible for all former military property. A **Record of Decision (ROD)** to install a **groundwater pump-and-treat system** to remediate the off-site TCE was approved by PADEP in 1991. Marsh Run Park and Westfield Terrace disappeared from the headlines, and public concerns about the Depot quickly faded.

By keeping stakeholders informed throughout the continuing environmental investigation and remediation programs, the Depot has been able to identify stakeholder concerns and respond to these concerns in an appropriate and timely manner. Throughout the 1990s, a number of significant environmental investigations were conducted and reports were released detailing environmental conditions at the Depot. However, there has been little to no media coverage or public interest in these reports.

Results of the community survey conducted in September 2000 indicate that there are few concerns about the Depot's environmental program, even amongst those survey respondents who had been directly involved in the Marsh Run Park and Westfield Terrace issues. Only five of the 20 respondents reported specific concerns. One of the

nearby neighbors expressed concerns about potential long-term health impacts of the TCE, but indicated that the information she was receiving from the Depot on the issue was trustworthy and credible. Four other respondents expressed general concerns about environmental issues.

Local and state officials interviewed in the 2000 community survey also indicated they were satisfied that the Depot was “doing a thorough job” on the environmental program, and was providing accurate and timely information about environmental conditions at the Depot. A nearby neighbor who had been directly affected by the TCE in her well said she and her family no longer had concerns about the environmental program. Despite the generally low level of concern, however, all of the survey respondents indicated they felt it was important for the Depot to keep the community informed by providing regular updates on the progress of the environmental program.

4.0 Planned Community Relations Activities

The activities associated with this CRP are designed to keep area residents informed of the Depot's environmental program and to allow them ongoing opportunities to participate in the decision-making process. The Depot will conduct community relations activities to coincide with technical activities on the Depot. These activities have been designed using PADEP's public involvement standards in Act 2 and EPA community outreach guidance for BRAC and CERCLA sites, and will complement those activities – such as public meetings – that are requirements of applicable legislation.

The following community relations tools and activities will be used to inform and involve the community in the Depot's environmental program:

- **Information Repository:** An Information Repository contains information related to the Depot's environmental program, including historic and current technical summaries and reports, fact sheets and program updates, newsletters, and newspaper clippings. The purpose of the Information Repository is to allow the public open and convenient access to site-related documents so that they may be better informed about the cleanup process. There are currently two Information Repository locations: the Redland Community Library (while the New Cumberland Public Library is being renovated) and the Depot's Environmental Office. Maintenance of the Information Repositories is the responsibility of the Depot's Environmental Office, with assistance from the PAO.
- **Media Relations:** A detailed media relations plan (Appendix F) outlines activities aimed at maintaining an effective dialogue with the community media (print and broadcast). The media represents an effective method to distribute important information to the community. As such, the plan establishes guidelines for providing the media with timely and accurate information about the Depot's environmental activities, in order to achieve fair and balanced reporting of Depot issues.

- **Mailing List:** A mailing list of area residents, organizations, business and community groups and regulators interested in the Depot's environmental program is maintained by the Depot's Environmental Office and the PAO. People may be added to the list at any time during the process by contacting the Depot's PAO (see Appendix B). Individuals on the mailing list will receive general information such as fact sheets outlining the status of the environmental program, notices of any community meetings or workshops, and copies of other communication vehicles used to keep the community informed about the Depot's environmental activities.
- **Fact Sheets:** The Depot is committed to providing simple, clear information about the environmental program. As part of the ACT II process, notices pertaining to our remediation efforts will be placed in the public newspapers and the Information Repositories.
- **Community Information Sessions:** During the 2000 community interviews, the majority of respondents said that public information meetings would be a useful way for the Depot to update its stakeholders on the progress of environmental issues and activities. Community Information Sessions provide an open forum for information exchange among the Depot; local, state and federal agencies; the media; and the public. They will be held as needed, and will be structured like an open house to allow the public to attend at their convenience, to view information displays, and to speak directly with Depot staff and technical personnel. They will be held in a location convenient to the community (e.g., school building, township hall, etc.). After a Community Information Session, environmental and PAO staff will follow up to ensure questions and concerns raised at the meeting have been addressed, and all handout materials will be placed in the Information Repositories.
- **Environmental Program Briefings:** Local, state and federal officials, and politicians will be invited annually (or more frequently, depending on the interest in and significance of specific program milestones) to the Depot for project briefings and site tours. During the 2000 community survey, this briefing was mentioned as an effective way of establishing a meaningful and ongoing dialogue and information exchange with this stakeholder group.

- **Speakers Bureau:** Providing opportunities for the community to interact with Depot staff on an informal basis will help increase awareness of and participation in the Depot's environmental cleanup program, and will enhance the dialogue between the Depot and its stakeholders. Depot staff will be available to speak to community and business groups and schools. While the primary purpose of the Speakers Bureau is to provide information on the environmental program, requests to speak generally about the Depot's mission will also be welcomed as an opportunity to increase the overall community understanding of the site. The Speakers Bureau will be promoted and advertised through all available community outreach vehicles. Requests for speakers can be made by contacting the Depot's Environmental Office and/or PAO (see Appendix B).
- **On-Post Communications:** The Depot's employees, tenants and on-post residents are important stakeholder groups, yet employees interviewed during the 2000 community survey indicate that there is a very low level of knowledge about the environmental program. This group needs to be the focus of increased community relations efforts in order to increase awareness and to create "ambassadors" for the Depot's environmental program. On-post community relations activities are:
 - **Newspaper Articles/Editorials:** Program-related information will be provided as milestones occur to the PAO for inclusion in articles and editorials in on-post publications such as *The Distributor*.
 - **On-Post Information Session:** The Depot's Environmental and Safety Chief will host Information Sessions as needed to provide on-post stakeholders with an interactive forum in which they can learn more about the environmental program and ask questions of staff. These will be held on-post to make it convenient for Depot employees.
 - **On-Post Briefings:** The Depot's Environmental and Safety Chief and/or Commander (if required) will host on-post briefings in order to provide program updates and information to specific groups (i.e. employee unions, supervisors, managers, health and safety service providers). Briefings will be held as needed or when requested through the Depot's Environmental Office and/or PAO (see Appendix B).

- **Community Relations Plan Updates:** The Community Relations Plan is a living document that will be reviewed annually to ensure that community relations strategies reflect the changing concerns of stakeholders, evolving conditions at the Depot, and new communication tools and information exchange opportunities identified by the Depot or the community. Revisions to the Community Relations Plan should:
 - update facts and verify information;
 - assess the community relations program to date and indicate what approach the Depot should take;
 - develop a strategy to prepare the community for a future role in the environmental program and cleanup process; and
 - be based on additional community interviews, if necessary, to monitor the community's awareness and perceptions concerning the Depot's environmental program.